

1 CLAIMS

2 1. A method of transcription using a web-based
3 server, the method comprising:

4 receiving a first request over a network, the first
5 request corresponding to a request to transcribe an
6 utterance;

7 accessing a set of one or more tuples in response to
8 the first request; and

9 receiving a second request, the second request
10 corresponding to a human provided transcription of an
11 utterance.

12
13 2. The method of Claim 1, wherein the first request
14 is generated by a standard web browser.

15
16 3. The method of Claim 1, wherein the network is the
17 Internet.

18
19 4. The method of Claim 1, wherein the network is a
20 Virtual Private Network (VPN).

21
22 5. The method of Claim 1, wherein the network uses an
23 Internet protocol.

24
25 6. The method of Claim 5, wherein the Internet
26 protocol is Hypertext Transfer Protocol (HTTP).

27
28 7. The method of Claim 1, wherein each tuple
29 includes:

30 the utterance;

31 a grammar-in-use during the utterance; and

1 a recognized result of a speech recognizer of the
2 utterance.

3
4 8. The method of Claim 7, wherein the tuple is
5 extended to include the human provided transcription of the
6 utterance.

7
8 9. The method of Claim 1, wherein the set of one or
9 more tuples is aggregated from a larger set of tuples using
10 a first selection criteria.

11
12 10. The method of Claim 9, wherein aggregation from a
13 larger set of utterance tuples further uses a second
14 selection criteria.

15
16 11. The method of Claim 9, wherein a first
17 transcriptionist accesses the set of one or more tuples.

18
19 12. The method of Claim 11, wherein a second
20 transcriptionist accesses a subset of tuples aggregated
21 from the larger set of tuples using the first selection
22 criteria, the set of one or more tuples and the subset of
23 tuples having mutually exclusive tuples.

24
25 13. The method of Claim 1, wherein the transcription
26 of the utterance includes:
27 playing an audio definition of the utterance;
28 defining a text translation of the utterance;
29 labeling the text translation with audio attributes of
30 the utterance;
31 labeling the text translation with characterizations
32 of the utterance if present; and

1 labeling the text translation with utterance anomalies
2 if present.

3
4 14. A web-based transcription system, comprising:
5 a set of one or more stored utterance tuples, each
6 tuple including:
7 an utterance,
8 a grammar-in-use during the utterance, and
9 a recognized result of a speech recognizer from
10 the utterance;
11 an access system for accessing the set of tuples, the
12 access system including:
13 a sign-in portion for identifying a
14 transcriptionist and for identifying a subset of the
15 set of tuples,
16 a persistent label portion for identifying labels
17 consistent across each related portion of the subset
18 of tuples,
19 a transcription portion for transcribing the
20 utterance associated with each tuple in the subset of
21 tuples; and
22 an extension system for extending each tuple in the
23 subset of tuples to include the transcribed utterance.

24
25 15. The system of Claim 14, the access system further
26 including a noise events portion for adding transcription
27 labels to the transcribed utterance defining types of the
28 utterance.

29
30 16. The system of Claim 14, the access system further
31 including an anomalies portion for adding transcription

1 labels to the transcribed utterance defining qualities of
2 the utterance.

3
4 17. The system of Claim 14, the access system further
5 including an audio tool for playing the utterance.

6
7 18. The system of Claim 14, the persistent label
8 portion further including keyboard shortcuts for
9 identifying labels.

10
11 19. The system of Claim 14, the transcription portion
12 further comprising an auto-complete function for
13 automatically completing a portion of the transcribed
14 utterance.

15
16 20. The system of Claim 19, the transcription portion
17 further comprising a commonly transcribed utterance list
18 including commonly transcribed utterances beginning with
19 the portion of the transcribed utterance.

20
21 21. The system of Claim 14, the access system
22 including an information portion for accessing additional
23 information on a portion of the access system.

24
25 22. The system of Claim 21, wherein the information
26 portion is a help portion and the additional information is
27 help information.

28
29 23. A web-based transcription system, comprising:
30 a set of one or more stored utterance tuples, each
31 tuple including:

32 an utterance,

1 a grammar-in-use during the utterance, and
2 a recognized result of a speech recognizer from
3 the utterance;

4 means for accessing the set of tuples, including:

5 a sign-in portion for identifying a
6 transcriptionist and for identifying a subset of the
7 set of tuples,

8 a persistent label portion for identifying labels
9 consistent across each related portion of the subset
10 of tuples,

11 a transcription portion for transcribing the
12 utterance associated with each tuple in the subset of
13 tuples; and

14 means for extending each tuple in the subset of tuples
15 to include the transcribed utterance.
16

17 24. The system of Claim 23, the transcription portion
18 including a noise events portion for adding transcription
19 labels to the transcribed utterance defining types of the
20 utterance.
21

22 25. The system of Claim 23, the transcription portion
23 further including an anomalies portion for adding
24 transcription notation to the transcribed utterance
25 defining qualities of the utterance.
26

27 26. The system of Claim 23, means for accessing
28 further including an audio tool for playing the utterance.
29

30 27. The system of Claim 23, the persistent label
31 portion further including keyboard shortcuts for
32 identifying labels.

1 28. The system of Claim 23, the transcription portion
2 further comprising an auto-complete function for
3 automatically completing a portion of the transcribed
4 utterance.

5
6 29. The system of Claim 28, the transcription portion
7 further comprising a commonly transcribed utterance list
8 including commonly transcribed utterances beginning with
9 the portion of the transcribed utterance.

10
11 30. The system of Claim 23, means for accessing
12 including an information portion for accessing additional
13 information on a portion of the access system.

14
15 31. The system of Claim 30, wherein the information
16 portion is a help portion and the additional information is
17 help information.

18
19 32. A method of drill-down reporting using a web-
20 based system, the method comprising:

21 defining a first filter criteria;

22 accessing a set of one or more stored utterance tuples
23 meeting the first filter criteria, each tuple including:

24 an utterance,

25 a grammar-in-use during the utterance,

26 a recognized result of a speech recognizer from
27 the utterance, and

28 a transcribed utterance;

29 providing analysis of the set of tuples in a first
30 standard form of reporting, the first standard form of
31 reporting including internal linking to a first set of
32 support data associated with the set of tuples.

1 33. The method of Claim 32, wherein the set of tuples
2 is aggregated from a larger group of tuples.

3
4 34. The method of Claim 32, wherein the first filter
5 criteria are defined from user constructed queries.

6
7 35. The method of Claim 32, the method further
8 comprising tuning of the grammar-in-use in response to the
9 analysis of the set of tuples.

10
11 36. The method of Claim 32, the method further
12 comprising tuning of a pronunciation of the grammar-in-use
13 in response to the analysis of the set of tuples.

14
15 37. A web-based drill-down reporting system, the
16 system comprising:

17 means for defining a first filter criteria;

18 means for accessing a set of one or more stored
19 utterance tuples meeting the first filter criteria, each
20 tuple including:

21 an utterance,

22 a grammar-in-use during the utterance,

23 a recognized result of a speech recognizer from
24 the utterance, and

25 a transcribed utterance;

26 means for providing analysis of the set of tuples in a
27 first standard form of reporting, the first standard form
28 of reporting including internal linking to a first set of
29 support data associated with the set of tuples.

30
31 38. The system of Claim 37, wherein the set of tuples
32 is aggregated from a larger group of tuples.

1 39. The system of Claim 37, wherein the first filter
2 criteria are defined from user constructed queries.

3
4 40. The system of Claim 37, the method further
5 comprising means for tuning of the grammar-in-use in
6 response to the analysis of the set of tuples.

7
8 41. The system of Claim 37, the method further
9 comprising means for tuning of a pronunciation of the
10 grammar-in-use in response to the analysis of the set of
11 tuples.

12
13 42. A web-based drill-down reporting system, the
14 system comprising:
15 a first filter criteria;
16 a set of one or more stored utterance tuples meeting
17 the first filter criteria, each tuple including:
18 an utterance,
19 a grammar-in-use during the utterance,
20 a recognized result of a speech recognizer from
21 the utterance, and
22 a transcribed utterance;

23 means for generating analysis of the set of tuples in
24 a first standard form of reporting, the first standard form
25 of reporting including internal linking to a first set of
26 support data associated with the set of tuples.

27
28 43. The system of Claim 42, wherein the set of tuples
29 is aggregated from a larger group of tuples.

30
31 44. The system of Claim 42, wherein the first filter
32 criteria are defined from user constructed queries.

1 45. The system of Claim 42, the method further
2 comprising means for tuning of the grammar-in-use in
3 response to the analysis of the set of tuples.
4

5 46. The system of Claim 42, the method further
6 comprising means for tuning of a pronunciation of the
7 grammar-in-use in response to the analysis of the set of
8 tuples.
9

10 47. A web server system comprising:
11 a central processing unit;
12 a memory unit; and
13 a network interface for sending a message, the message
14 enabling a display screen to display:
15 a set of buttons defining audio characteristics,
16 and
17 an audio tool for playing an audio file.
18

19 48. The server system of Claim 47, the display screen
20 further enabled to display a submit button for accepting
21 the audio characteristics defined by the set of buttons
22 into a data file.
23

24 49. The server system of Claim 47, the display screen
25 further enabled to display a text entry box for entering a
26 transcription of the audio file.
27

28 50. The server system of Claim 49, the display screen
29 further enabled to display a drop-down list of possible
30 text entries for entering into the text entry box.
31

1 51. The server system of Claim 49, wherein the text
2 entry box is pre-populated with a text entry provided by a
3 speech recognizer.
4

5 52. The server system of Claim 49, wherein the text
6 entry box is pre-populated with a text entry from a data
7 file associated with the audio file.
8

9 53. The server system of Claim 47, wherein the set of
10 buttons includes a button defining a gender of a speaker of
11 the audio file.
12

13 54. The server system of Claim 47, wherein the set of
14 buttons includes a button defining an accent of a speaker
15 of the audio file.
16

17 55. The server system of Claim 47, wherein the set of
18 buttons includes a button defining a quality of the audio
19 characteristics.
20

21 56. The server system of Claim 55, wherein the
22 quality is background noise.
23

24 57. The server system of Claim 55, wherein the
25 quality is noise within a car.
26

27 58. The server system of Claim 55, wherein the
28 quality is audio information missing at a beginning of the
29 audio file.
30

1 59. The server system of Claim 55, wherein the
2 quality is audio information missing at an end of the audio
3 file.

4
5 60. The server system of Claim 55, wherein the
6 quality is side speech.

7
8 61. The server system of Claim 55, wherein the
9 quality is breath noise.

10
11 62. The server system of Claim 55, wherein the
12 quality is a sentence fragment.

13
14 63. The server system of Claim 55, wherein the
15 quality is a touchtone noise.

16
17 64. The server system of Claim 55, wherein the
18 quality is a hang up noise.

19
20 65. The server system of Claim 55, wherein the
21 quality is unintelligible speech.

22
23 66. The server system of Claim 55, wherein the
24 quality is filler speech.

25
26 67. The server system of Claim 55, wherein the
27 quality is mispronounced speech.

28
29 68. The server system of Claim 47, the display screen
30 further enabled to display a help tool for providing help
31 for items displayed on the display screen.

1 69. The server system of Claim 68, the help tool
2 providing help for one or more of the set of buttons.
3

4 70. The server system of Claim 47, the display screen
5 further enabled to display a tutorial tool for providing
6 training information for the server system.
7

8 71. A web server system comprising:
9 a central processing unit;
10 a memory unit; and
11 a network interface for sending a message, the message
12 enabling a display screen to display:

13 a grammar, the grammar including an associated
14 link to more information about the grammar, and
15 an utterance classification associated with the
16 grammar including:

17 an in-grammar portion defining utterances
18 included in the associated grammar, the in-
19 grammar portion including an associated link to
20 more information about the in-grammar portion,
21 and

22 an out-of-grammar portion defining
23 utterances outside the associated grammar, the
24 out-of-grammar portion including an associated
25 link to more information about the out-of-grammar
26 portion.
27

28 72. The server system of Claim 71, wherein the links
29 to more information cause the display screen to display
30 additional information about the associated portions.
31

1 73. The server system of Claim 70, wherein the
2 additional information is more detailed information about
3 the associated portion.
4

5 74. The server system of Claim 73, wherein the more
6 detailed information includes associated links to further
7 detailed information about the associated portion.
8

9 75. The server system of Claim 74, wherein the
10 further detailed information is support data.
11

12 76. The server system of Claim 74, wherein the
13 further detailed information is one or more audio files.
14

15 77. The server system of Claim 71, wherein the link
16 to more information about the in-grammar portion causes the
17 display screen to display more detailed information about
18 the in-grammar portion.
19

20 78. The server system of Claim 77, wherein the more
21 detailed information includes links to further detailed
22 information about the in-grammar portion.
23

24 79. The server system of Claim 71, the display screen
25 further displaying an in-grammar performance associated
26 with the grammar including:

27 a correctly accepted portion defining utterances
28 correctly accepted by a speech recognizer, the
29 correctly accepted portion including a link to more
30 information about the correctly accepted portion;

31 a falsely accepted portion defining utterances
32 incorrectly accepted by the speech recognizer, the

1 falsely accepted portion including a link to more
2 information about the falsely accepted portion; and
3 a falsely rejected portion defining utterances
4 incorrectly rejected by the speech recognizer, the
5 falsely rejected portion including a link to more
6 information about the falsely rejected portion.
7

8 80. The server system of Claim 71, the display screen
9 further displaying an out-of-grammar performance associated
10 with the grammar including:

11 a correctly rejected portion defining utterances
12 correctly rejected by a speech recognizer, the
13 correctly rejected portion including a link to more
14 information about the correctly rejected portion; and
15 a falsely accepted portion defining utterances
16 incorrectly accepted by the speech recognizer, the
17 falsely accepted portion including a link to more
18 information about the falsely accepted portion.
19

20 81. The server system of Claim 71, the display screen
21 further displaying an overall performance associated with
22 the grammar including:

23 a correctly rejected portion defining utterances
24 correctly rejected by a speech recognizer, the
25 correctly rejected portion including a link to more
26 information about the correctly rejected portion; and
27 a falsely accepted portion defining utterances
28 incorrectly accepted by the speech recognizer, the
29 falsely accepted portion including a link to more
30 information about the falsely accepted portion.